STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	510311	A. BUILDING: _____ B. WING _____	R-C 10/15/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MONROE MANOR	508 E MONROE AVE BARRON, WI 54812

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
{N 000}	Initial Comments On 10/09/2024, Surveyors conducted a verification visit, investigated a complaint and a self-report at Monroe Manor. Data was collected through 10/15/2024. The six deficiencies in Statement of Deficiency (SOD) 8ONJ12, dated 03/13/2024, were corrected. The self-report did not result in any citations. The complaint was substantiated. One new deficiency was identified. Under statutory provisions of Wis. Stat. ch. 50, a $200 revisit fee is being assessed. Census: 58.	{N 000}		
N 433	83.38(1)(i) Behavior management. As appropriate, the CBRF shall teach residents the necessary skills to achieve and maintain the resident ' s highest level of functioning. In addition to the assessed needs as determined under s. DHS 83.35(1), the CBRF shall provide or arrange services adequate to meet the needs of the residents in all of the following areas: Behavior management. The CBRF shall provide services to manage resident ' s behaviors that may be harmful to themselves or others. This Rule is not met as evidenced by: Based on observation, record review and interview, the provider did not provide services to manage residents' behaviors that may be harmful to themselves or others.	N 433		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE

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N 433	Continued From page 1 Findings include: The provider is licensed to care for 82 residents in the client groups irreversible dementia/Alzheimer's disease and advanced aged. On 07/09/2024, the Department received a complaint alleging a resident was not receiving adequate care. On 10/09/2024 at approximately 12:35 PM, Surveyor interviewed Resident 1. Resident 1 showed Surveyor a rash that covered his/her entire abdomen and both arms. Resident 1 stated s/he had a cream that sometimes helped the rash, but it itched "so bad." Resident 1 stated that s/he sometimes refused his/her showers but not too often. Resident 1 stated s/he was offered a shower about every 3 days. On 10/09/2024 at approximately 12:40 PM, Surveyor interviewed Caregiver E. Caregiver E stated Resident 1 had a rash that went away but had recently come back. S/he stated they had been trying to get Resident 1 into the doctor because of the worsening rash. Caregiver E stated that Resident 1 received showers on 2nd shift, twice a week. Caregiver E stated that Resident 1 was often stubborn and would sometimes refuse his/her showers. On 10/09/2024 at approximately 1:43 PM, Surveyors reviewed the record of Resident 1, admitted on 03/14/2023. His/her diagnoses are: chronic kidney disease, type 2 diabetes, acute pancreatitis, mass pancreas, dementia, asthma, delusional disorders, bipolar disorder, other specified depressive episodes, unspecified mood	N 433		

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N 433	Continued From page 2	N 433		

disorder, anxiety disorder, visual hallucinations, adult antisocial behavior, post-traumatic stress disorder, chronic obstructive pulmonary disease, heart failure, and irritable bowel syndrome.

Resident 1's ISP read, in part,

- Bathing: "Resident requires staff monitoring and/or reminders and cues to complete bathing tasks. Resident will refuse showers at times."
- Shower: "Provide resident with shower twice weekly. Document any refusals with why and who made second attempt."

Surveyors requested Resident 1's documentation for showers from April to present. Resident 1 had received a total of 5 showers from 04/06/2024 to 10/08/2024. A note on Resident 1's shower care history, dated 04/13/2024, read REFUSED - "I don't think [s/he] has ever taken a shower. Keeps continuously refusing. I think [s/he] genuinely believes [s/he] doesn't need one ever." Another note, dated 05/04/2024, read: REFUSED - "Said [s/he] wasn't feeling well. Didn't come out of [his/her] room all shift." A note on 08/03/2024 read: REFUSED - "Refused to take shower, caregiver tried to go a round [sic] about way to bring up the shower a few times and was not successful." A note on 09/17/2024 read: REFUSED- "Refused 2x". This was the only evidence from April-October that showed staff made a second attempt to get resident to shower.

At 2:16 PM, Surveyors interviewed Administrator A, Nurse Manager (NM) B, Registered Nurse (RN) C, and Human Resource Director (HRD) D. Administrator A stated Resident 1 might be able to shower him/herself but s/he would not do a good job. Surveyors inquired what interventions would be attempted when the resident refused to

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shower. Administrator A responded that if they were unable to meet Resident 1's needs, they may need to work on finding him/her a new home. Administrator A stated Resident 1's power of attorney (POA) was aware of the challenges with showering Resident 1 and the provider had spoken with his/her managed care organization (MCO) for ideas. Administrator A stated Resident 1's psychiatrist had made medication changes in hopes showering would improve. Surveyors inquired what additional interventions were implemented when the current interventions were ineffective. NM B stated that generally, staff would reapproach. Surveyors inquired if they pursued other resources for individuals who refused shower care. NM B stated they had only spoken with the MCO and POA F.

On 10/09/2024, Surveyors interviewed NM B about the frequency of resident skin checks. NM B stated s/he had just checked Resident 1's rash this week. NM B stated that typically, staff notified one of the nurses when there was a skin issue, and then a skin assessment was completed. NM B stated they did not perform routine skin checks except at admission. NM B stated they had been trying to get Resident 1 into the doctor for his/her rash for the last week.

On 10/09/2024, Surveyors interviewed RN C about Resident 1's rash. RN C stated the rash was all over his/her body.

On 10/09/2024, Surveyors reviewed Resident 1's medical notes. A physician report from an ER (emergency room) visit on 06/11/2024, stated Resident 1 was seen for a rash on arms, legs, and back. The rash was very itchy and spreading. The report read, "Rash concerning [sic] for atopic dermatitis ... Please consider switching to gentle

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or free and clear laundry detergent." Surveyor reviewed a fax document sent to the medical provider, dated 07/03/2024, which read, "The above resident still has a rash that is itchy and scratching [sic] causing bleeding onto [his/her] clothing. [S/he] refuses to use Eucerin cream or let staff help apply any cream to dry skin. [S/he] refuses to be seen by the provider. Please advise." The new MD orders stated, "Encourage topical creams as able." These were the only two medical notes regarding Resident 1's skin concerns.

On 10/09/2024, Surveyor reviewed Resident 1's observation notes that read, in part:

10/02/2024: "[Resident 1] has sores all over [his/her] body it sorta [sic] looks like chicken pox or measles. [S/he] said their [sic] very itchy and some are open and bleeding ...[S/he] difinetly [sic] needs to be checked over."

10/05/2024: "Resident has stated that [s/he] is very itchy this AM. [S/he] has a rash all over [his/her] body and has been scratching. [S/he] now has scabs all over. We have tried to get [him/her] to get in the shower with us this morning 3 separate times and [s/he] has refused, even after explaining to [him/her] that it would be good for [him/her] to shower and change her bedding. I called [his/her] [POA] and left him/her a message to call [provider] back regarding this situation as [s/he] did not answer."

10/06/2024: "late [sis] entry*[sic] Yesterday 10/5 [Resident 1's] [POA] called back at 11 AM stating that [s/he] can't come in right now [s/he] is working this whole weekend, [sic] [s/he] has tried convince [sic] his/her [Resident 1] to take showers and put the cream on the doctors [sic]

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has prescribed for [his/her] rashes but [s/he] doesn't even listen to [him/her]. [S/he] then stated [s/he] will try to figure out something else [s/he] can do and call back Monday as [s/he] wants to talk to our [NM B]."

10/08/2024 "Writer updated [POA F] due to rash and need [sic] to be seen by the doctor. I left a message to call me or [provider] back with appointment details."

On 10/15/2024 at approximately 12:45 PM, Surveyor interviewed Case Manager (CM) G and RN H. CM G stated that on 8/8/24 s/he was notified from NM B that Resident 1's rash had cleared up. CM G stated that Resident 1 often refused to let caregivers apply cream to his/her rash. RN H stated that it was typical behavior for Resident 1 to refuse his/her showers. RN H stated s/he had always reminded caregivers and administration the importance of making sure if Resident 1 did not take showers, s/he was cleaned up with soap and water within his/her room. RN H stated s/he also had stressed the importance of the approach when time for his/her shower.

The provider did not ensure services were provided for Resident 1 when s/he did not receive regular bathing care. Resident 1 was showered approximately 5 times in 7 months.